

PERTH AND KINROSS COUNCIL**Housing and Health Committee****29 March 2017****Care and Repair Services****Report by Acting Executive Director (Housing and Community Safety)****PURPOSE OF REPORT**

This report updates Committee on the recent changes to Care and Repair services in Perth and Kinross and describes future developments which will help support people to remain in their homes. Committee is asked to endorse the initiatives and new developments being implemented through the new contract with Caledonia Housing Association.

1. BACKGROUND / MAIN ISSUES

- 1.1 Care and Repair provide key services for disabled and elderly people in private sector housing within Perth and Kinross to enable them to have major adaptations or small repairs carried out on their home.
- 1.2 The provision of a Care and Repair service is vital to a number of the outcomes of the Local Housing Strategy and the Council's Single Outcome Agreement (SOA) as well as the aims and outcomes of the Perth and Kinross Health and Social Care Partnership's Strategic Commissioning Plan.
- 1.3 The Care and Repair service in Perth and Kinross were previously provided by two Housing Associations: Hillcrest providing a service in the Strathearn and Kinross area, and Caledonia providing services across Perth City and North and East Perthshire. In 2016 the Council retendered the service and sought a single service provider to deliver a quality service across the whole of Perth and Kinross to develop and expand the service.
- 1.4 Committee was advised in March 2015 (Report 15/109) of the plan to introduce a new care and repair contract which would include merging the services provided by the existing two providers and asked for an update once this process was completed.

2. CURRENT SITUATION

- 2.1 A tender from Caledonia Housing Association was accepted and the new contract and service began in January 2017 for an 18 month period, with the potential to extend for up to a further 24 months.
- 2.2 Caledonia Care and Repair have now assumed the responsibility for the Strathearn and Kinross area and have started working on new referrals and finalising the old caseload which transferred over to them.

- 2.3 Caledonia Care and Repair have managed to maintain their levels of service during the transitional period and they have taken a positive approach throughout the process.
- 2.4 A good example of this is that Caledonia Care and Repair have recently gained full accreditation with Care and Repair Scotland, the national coordinating body. They achieved this by being able to demonstrate continual good practice in all the services provided and by passing stringent examinations by an independent third party organisation.
- 2.5 In 2015/16, 230 Major Adaptations grant cases were carried out by Care and Repair at an average cost of £5,721 per adaptation. The range of values for adaptation grants ranged from £620 up to a maximum of £21,175. Typical work includes providing wet floor shower rooms, level access showers, access adaptations, stairlifts and ceiling track hoists. Many cases often involve multiple major adaptations being carried out at the same time.
- 2.6 Given the ageing population within Perth and Kinross and the increasing demand for adaptations, it is envisaged that the number of cases requiring Care and Repair's assistance will increase during the service contract period.
- 2.7 Care and Repair also offer a **Small Repairs Service** to people who are disabled, elderly or vulnerable. The work must meet the criteria of helping welfare, safety or security. For example:
- Joiner work – Replace door locks, small kitchen repairs
 - Builder work – Repairs to front steps, patch roughcasting
 - Roofing – Replace missing slates, repair cracked rhones
 - Plumbing – Replace washers on taps
 - Electrical – Move sockets, repair security lights
- Small Repairs doesn't include work to gas installations, decoration, gardening or work to outbuildings.
- 2.8 575 Small Repairs were carried out in 2015/16 with an average value of £350. It is anticipated that this uptake may increase due to higher qualifying income limits and a higher limit for the cost of works, approved by Committee in August 2016. New initiatives set out later in this report are also likely to increase the uptake of the Small Repairs Scheme.
- 2.9 Care and Repair also provide advice on getting repairs and improvements carried out for private sector owners in accordance with the Council's Scheme of Assistance (revised and approved by the Council in August 2016). They can also suggest how repairs and improvements could be funded but they do not provide financial advice as this is a regulated financial function which is not part of their core business.
- 2.10 Responsibility for Care and Repair became the full responsibility of Housing and Community Care Services in July 2015 when the service assumed responsibility for the administration of grants. Since then noticeable

improvements have been achieved in the times taken to deal with cases. The streamlining of grant processes and payment methods reduced the overall time taken from start to finish of a grant case, reducing from 181 days to 102 days, a 79 day improvement. It is also worth noting that these are calendar days, not working days.

- 2.11 As part of the new service requirements Caledonia Care and Repair will be required to meet, and where possible, improve on these timescales to ensure that all aspects of the services being provided are done as quickly as possible whilst maintaining the standard of service.
- 2.12 The timescales will be reported on a monthly basis and will enable the Council to monitor both the quantity and quality of work being provided.

3. HOW TO ACCESS CARE AND REPAIR SERVICES

- 3.1 Contact with Caledonia Care and Repair can be made via the phone, e-mail or in person at their offices. Enquiries are often made by the clients themselves, as well as staff in contact with them, concerned family members, neighbours and elected members.
- 3.2 In cases of Small Repairs, Care and Repair will contact the client direct to take their enquiry forward, but for major adaptations any proposed work needs to be supported by a referral from an Occupational Therapist before a grant application can be considered. As a result, the vast majority of requests for adaptation works are received by Care and Repair via the Occupational Therapy and social work access team.

4. CUSTOMER FEEDBACK

- 4.1 Care and Repair issue customer feedback forms to everyone in receipt of a Small Repair award or a Major Adaptation grant. For 2016/17, 149 forms were issued for major adaptations of which 70% (104 forms) were returned. All of these indicated satisfaction with the service received. For Small Repairs 448 forms were issued, and 47% returned (212 forms), and all indicated that they had received a satisfactory service.
- 4.2 Several people also noted that they would have been able to do anything without the assistance of Care and Repair.

5. NEW INITIATIVES

- 5.1 One of the requirements of the new contract is for Care and Repair to develop innovative ways of providing services and support to key groups to enable people to be supported to remain in their own homes. Some of these are include:

Modular Ramping Scheme

- 5.2 This scheme will allow the installation of suitable ramping at disabled people's homes with minimal time delay and no grant application necessary. At present it is not possible for ramps to be re-used as they may have been sourced from different manufacturers and are incompatible.
- 5.2.1 The main benefits of this scheme are that it will assist to reducing hospital discharge times; people will receive a ramp quicker, without the need for a grant application; the ramp will be removed when it is no longer required and the ramp components are fully recyclable.

Door Entry Installation for former Council houses

- 5.3 Where appropriate, the Council is currently installing door entry systems to its own properties throughout Perth and Kinross as part of our commitment to meeting the Scottish Housing Quality Standard (SHQS). If the buildings are in multiple ownership i.e. where they include former Council housing stock, the owners are expected to participate in these improvement, but it needs majority agreement before work can proceed.
- 5.3.1 Some elderly, disabled and vulnerable people have however, indicated that they are unable to fund their share of the work and so seek assistance to contribute towards their installation costs.
- 5.3.2 Care and Repair have therefore agreed to consider any eligible cases under the Small Repairs Scheme, provided the income and eligibility criteria can be adequately demonstrated as it meets their criteria to improving welfare, safety or security.
- 5.3.3 In enabling Small Repair awards to be given it will assist the Council to meet the Scottish Housing Quality Standard for our own stock within the properties where door entry systems are being installed.

Other innovations currently being considered

- 5.4 Other initiatives are currently being considered which would require Care and Repair's service, for example, fast tracking level access showers for people over 80 years of age; adaptations for people diagnosed with dementia and installing hard wired smoke detectors in every case where a grant is being given.

HEEPS Equity Loans Scheme

- 5.5 Although not a Council funded scheme, Caledonia Care and Repair have also recently been appointed by the Scottish Government to manage the work for the new HEEPS Equity Loan Scheme now available in Perth and Kinross. This appointment is funded by the Scottish Government and is a separate service from the core Care and Repair service funded by the Council.

5.5.1 The HEEPS Equity loan scheme is a Scottish Government pilot programme which aims to give homeowners and landlords with properties in the Argyll and Bute, Glasgow City and Perth and Kinross local authority areas access to funding to make improvements to the energy efficiency of the property and make repairs to the fabric of the building. Funding will be in the form of an equity loan and will allow homeowners to borrow against the value of their home, with Caledonia Care and Repair advising on the required works and supervising the works on site.

5.5.2 The Scheme was launched in January 2017 and runs until the end of March 2017 but with the probability that it will be extended until March 2018. Initial interest in the equity loan scheme has been encouraging.

6. CONCLUSION AND RECOMMENDATION

6.1 This report gives committee an update on the development of care and repair services in Perth and Kinross through the introduction of a new contract with a single provider, Caledonia Housing Association. Care and Repair provides major adaptations to support people in private accommodation to remain in their homes, as well as a small repairs scheme which supports people's welfare, safety and security.

6.2 With the increasing ageing population in Perth and Kinross and our aim to support and maintain more people in their own homes as they age, care and repair is an important service in supporting this ambition.

6.3 The Committee is asked to endorse the initiatives and new developments being implemented through the new contract with Caledonia Housing Association.

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Approved

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1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

Strategic Implications	Yes / None
Community Plan / Single Outcome Agreement	Yes
Corporate Plan	Yes
Resource Implications	
Financial	Yes
Workforce	No
Asset Management (land, property, IST)	No
Assessments	
Equality Impact Assessment	
Strategic Environmental Assessment	No
Sustainability (community, economic, environmental)	Yes
Legal and Governance	Yes
Risk	Yes
Consultation	
Internal	Yes
External	Yes
Communication	
Communications Plan	Yes

1. Strategic Implications

Community Plan / Single Outcome Agreement /Local Outcomes

1.1 The proposals most relevant to the delivery of the Single Outcome Agreement for Perth and Kinross are as follows:

- (i) Promoting a prosperous, inclusive and sustainable economy – In 2015/16 Major Adaptations, Small Repairs and empty homes work with a total estimated works cost of over £1.65M were carried out by the local construction industry.
- (ii) Supporting people to lead independent, healthy and active lives – The Major Adaptations and Small Repairs carried out by Care and Repair enable people to remain independently and safely in their own homes and communities for as long as possible.
- (iii) Creating a safe and sustainable place for future generations – When major adaptations are carried out it helps to reduce the risk to the home owner and, where relevant, their carer(s). Major Adaptations and Small Repairs ensure that the occupation of existing houses is sustained for as long as possible and consequently reduces the need for new build homes and the land to build them on.

1.2 In addition Care and Repair supports the Local Outcomes by enabling:

- (i) Older people to be independent for longer.
- (ii) High quality personalised care.
- (iii) Longer, healthier lives for all.
- (iv) People in vulnerable circumstances to be protected.
- (v) Resilient, responsible and safe communities.
- (vi) Attractive welcoming environment.

Corporate Plan

1.3 As above.

2. Resource Implications

Financial

2.1 The financial resources required to deliver the proposals of this report were approved by the Housing and Health Committee on 27 January 2016 and Article 16/28 refers.

Workforce

2.2 Not available (n/a).

Asset Management (land, property, IT)

2.3 Not available (n/a).

3. Assessments

Equality Impact Assessment

3.1 This paper has been considered under the Corporate Equalities Impact Assessment process (Equal) with the following outcome:

- (i) Assessed as **relevant** and the following positive outcomes expected following implementation:
 - Older and disabled people with more complex needs will have these met by the assistance available through the services provided by Caledonia Care and Repair.

Strategic Environmental Assessment

3.2 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals. However, no further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

Sustainability

3.3 These proposals meet the following sustainability criteria:

- Re-use of existing resources
- Where possible using materials from sustainable sources

Legal and Governance

3.4 As the proposals contain no fundamental changes there is no requirement for the Head of Legal Services to be consulted.

Risk

3.6 N/A.

4. Consultation

4.1 N/A

Internal

4.2 Housing and community care staff were consulted, including Private Sector Housing, Improvements and Repairs and Occupational Therapy.

External

4.3 None

5. Communication

5.1 None

6. BACKGROUND PAPERS

None

7. APPENDICES

None